

## Appendix. Vendor interview script

Hello. My name is \_\_\_\_\_. I'm calling from RAND Corporation, a nonprofit organization that conducts health services research. We are conducting a study of electronic prescribing systems. As a first step we want to get an idea of the range of e-prescribing products on the market. We understand from the annual Resource Guide in *Healthcare Informatics* that your firm is involved in e-prescribing systems. I'd like to ask you a few questions about your product or products. This should only take a few minutes. Are you the best person at your company to talk with? **[Note:** Whoever answers the phone may well not be the person who can answer the questions, even if that person was listed as the contact. So the first thing to do is determine if the person on the line is someone who can answer technical questions about the e-prescribing product. Get referrals as needed until the right person is on the line. Then continue below.]

Is this a good time to talk? [If yes, go ahead; if not, make a future phone appointment.]

What is the name of your e-prescribing product? [Repeat questions below for each product]

What practice setting(s) is the product designed for?

- inpatient?
- outpatient?
- emergency department?
- long-term care?
- other?

Is the product commercially available now, or is it in Beta testing or still under development?

- (If available) Approximately how many installed users or sites are functioning?

Is the system a stand-alone electronic prescribing system or is it a component of

- an electronic medical records (EMR) system?
- a practice management (PM) system?
- a combined EMR/PM system?
- some other type of system (please describe)?

What technical architectures or platforms does the product operate on?

- Client/server? (name both client and server platforms, eg. PC, Unix, Macintosh)
- Web
- ASP model
- PDAs
- Stand-alone Desktop PCs
- wireless devices?

Please specify which components run on each platform

Who are users of the product? (Physicians, office staff?)

- Does the product allow physicians to enter new prescriptions?

How do users interact with the product? What are the input options and what kinds of interactivity does it afford?

- Does it make diagnosis-related medication recommendations? (If so, describe)
- can physicians override recommendations; ask for more suggestions?

What kind of alerts does it provide (if any)?

- drug allergies?
- contraindications?
- drug-drug interactions?
- other?

What reference resources are used to generate alerts?

How does the product provide medication formulary or insurance coverage information (if any)?

Are there any other decision support features? (If so, describe.)

How is the final prescription processed and transmitted for fulfillment?

- print hard copy for patient?
- fax to pharmacy?
- direct electronic messaging to pharmacy?
- other?

How are prescription refills handled?

Does the product interface with any external information systems?

- practice management systems?
- other electronic medical record systems?
- lab systems?
- other?

What other features make the product unique in the marketplace?

What other features are important about your company (e.g. key partnerships, sponsorships, endorsements)?